### Job Description and Selection Criteria

<table>
<thead>
<tr>
<th>Job title</th>
<th>Conference and Events Assistant (2 posts)</th>
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</thead>
<tbody>
<tr>
<td>Division</td>
<td>Mathematical, Physical and Life Sciences</td>
</tr>
<tr>
<td>Department</td>
<td>Mathematical Institute</td>
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<tr>
<td>Location</td>
<td>Andrew Wiles Building, Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG.</td>
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<tr>
<td>Grade and salary</td>
<td>Grade 5: £26,341 - £31,406 per annum</td>
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<tr>
<td>Hours</td>
<td>Full time</td>
</tr>
<tr>
<td>Contract type</td>
<td>Fixed-term (2 years)</td>
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<tr>
<td>Reporting to</td>
<td>Conference and Events Manager</td>
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<tr>
<td>Vacancy reference</td>
<td>154051</td>
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<tr>
<td>Additional information</td>
<td>These posts require flexible working, including evenings and weekends, are subject to a 12-month probationary periods, and are available for an immediate start. There may be the opportunity to agree a pattern of regular remote working with your line manager.</td>
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</tbody>
</table>

### The Appointment and the Role

The Andrew Wiles Building, home to the Mathematical Institute, is one of Oxford’s premier conference venues with clients from across all sectors. All of these clients demand a service of the highest quality, commensurate with the ambition and quality of the building itself.

To meet these demands, two Conference and Events Assistants are required to handle all aspects of conference and events management for their allocated portfolio of events.

With highly developed organisational skills, you will provide a high quality of customer service. You will have the capacity to work consistently under pressure and balance a range of tasks at any given time. The role requires flexible working, including at the evenings and weekends, and will occasionally require attendance at other venues outside Oxford for events run by the Mathematical Institute.

Relationship management skills are a key part of the role, including tact and sensitivity in handling high-profile clients, combined with effective liaison with the Catering and Facilities Management (FM) Teams in the Andrew Wiles Building.
Responsibilities

1 Act as a first point of contact and relationship builder for the Conference and Events business

- In rotation with the other Conference and Events Assistant and under the guidance of the Conference and Events Manager, act as a first point of contact for all external enquiries, providing customers with a full understanding of the venue and service we offer, the range of facilities, and the relevant pricing.

- Tailor the offering to each client request, including pricing, utilisation of space and catering, ensuring that the requirements for each event are established well in advance.

- Establish clear and regular contact with each client from the moment of booking to the day of the event, taking a proactive approach and anticipating client needs wherever possible (each event will have a designated lead person from the team).

- Ensure that all enquiries and bookings are entered accurately onto the events management systems and associated documents, and that the Events process map is followed in an accurate and timely manner.

2 Logistics and on the day Event Management

- Manage all logistics in the run-up to, and on the day of, each of your allocated events including customer liaison, venue preparation (e.g. layout, allocation of space, cleaning, heating, overtime requests for the FM team and signage), AV preparation and support, and catering and facilities provision. Ensure that all relevant Events checklists are accurate and submitted to relevant parties (also see below).

- Work closely with other Mathematical Institute support teams to ensure that there is integrated support for events – specifically briefing and supervising the Reception team in advance and on the day.

3. Customer liaison with Facilities Management and Catering teams

- Proactively liaise with the university’s contracted caterers in respect of your allocated events both via the scheduled weekly team meetings and on an ad hoc basis. Ensure that catering orders are requested on time via the catering software system and that bespoke requirements are well planned, and understood by the caterers.

- Oversee the activity of the caterers in the building on the day of the event, ensuring that the operations run smoothly, including more complex cases when the catering team is supporting several events on the same day and at the same time, and trouble-shooting as appropriate.

- As part of the Events Team, provide relevant event-specific briefings for the Facilities Management Team via agreed formal checklists and weekly team meetings, and on a more ad hoc basis as required.

- As a member of the Events Team, contribute to process improvement and the development of a proactive, comprehensive and customer-focused approach to Event Management across the Events, Catering and FM teams.
4 Financial operations

- Agree the budget for each individual event with potential customers, adhering to the department’s agreed pricing schedule.

- Ensure that contracts (in line with standard university/departmental contractual documentation) and deposit requests are issued on time, and that cost updates and invoices are sent to customers on a timely basis.

- Liaise closely with the Department Finance Team, to track customer payments, and provide monthly reports to the Conference and Events Manager.

- Work with the Finance team to provide support in cases of arrears and bad debts.

5. Other duties

- Assist the Conference and Events Manager to research the conference and events facilities market across the UK.

- Keep up to date and accessible records of all enquiries, leads and bookings.

- Liaise with Academic Administration and other relevant colleagues over room bookings, ensuring that all rooms are available to fulfil the Department’s teaching timetables.

- Provide back-up support for Reception when required.

- Work with the External Relations Manager to ensure that the conference and events business fits with the strategy of promoting Oxford Mathematics to external audiences.

- Carry out other tasks commensurate with the grade as requested by the External Relations Manager or the Head of Administration and Finance.

Selection criteria

The successful applicant will be expected to have:

- Experience of conference/events management (or closely related activities requiring transferable skills), including evidence of managing diverse and concurrent events;

- The ability to combine forward planning with reactive, customer-focused service delivery;

- The ability to work with people at all levels from different disciplines, sectors and functions;

- Experience of managing multiple, stand-alone budgets;

- Ability to work flexibly and independently and as a team-player, using initiative to meet deadlines against a background of quickly changing demands;

- Confident user of IT systems with the ability to learn new systems quickly;
• Excellent verbal, presentational and written communication skills coupled with attention to detail and accuracy;

• An interest in working in a higher education environment and in particular an understanding of the mission of the Mathematical Institute and the University of Oxford

Pre-employment screening

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven’t done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University’s pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford’s researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual’s unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe’s most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

The Mathematical Institute

The Mathematical Institute, as Oxford’s Department of Mathematics is known, is one of the leading mathematics departments in the world. Our mathematical research, impact and environment were all ranked first in the UK in the 2014 Research Excellence Framework exercise, a government review of research in all UK universities. The Mathematical Institute is the focus of research into both fundamental mathematics and its applications, and our inclusive nature and overall size are key factors in the provision of an outstanding research environment for our members. The large number of faculty, postdocs and students in the Mathematical Institute, all supported by excellent facilities, allows us to maintain a critical mass in research groups encompassing a wide spectrum of mathematics, while our integrated nature fosters collaboration between fields. We also host a large number of academic visitors. Our web pages (www.maths.ox.ac.uk) provide comprehensive information about all of our activities.

The research activities of the Institute as a whole can be gauged from the web pages of the research groups and centres within the Institute (www.maths.ox.ac.uk/research). The range of our research interests is well reflected by the profile of our faculty as listed at
Many members of the Institute have received prestigious prizes and other special recognition for their work; some recent examples can be found at [www.maths.ox.ac.uk/news/awards-and-prizes](http://www.maths.ox.ac.uk/news/awards-and-prizes).

The Mathematical Institute moved into the purpose-built Andrew Wiles Building in the University’s Radcliffe Observatory Quarter in September 2013. As well as providing offices for all staff and graduate students, it houses a range of other facilities available to members of the department, including the Whitehead Library, a large range of meeting rooms, teaching spaces, lecture rooms, and social spaces, and a small facility for carrying out table-top experiments. For more information, see [www.maths.ox.ac.uk/about-us](http://www.maths.ox.ac.uk/about-us).

Teaching is central to the life of the Mathematical Institute and we have around 900 undergraduates on course, some on joint courses with other departments. We teach around 250 students each year across five taught master’s degree courses, and have over 250 doctoral students in residence at any one time. Our doctoral programme always attracts the best research students from across the world, and we have a broad mentoring and training programme.

The Mathematical Institute strives to ensure that all staff and students are given the opportunities and support they need to achieve their potential. We are committed to equality of opportunities and to advancing women’s careers. We support staff returning from long-term absence and provide flexible arrangements for staff with parental responsibilities. Further information about family support can be found in the Standard Terms and Conditions. Our Equality, Diversity and Inclusion Committee contributes to many aspects of our work, see [https://www.maths.ox.ac.uk/members/governance/committees/standing-orders-and-memberships/equality-diversity-and-inclusion](https://www.maths.ox.ac.uk/members/governance/committees/standing-orders-and-memberships/equality-diversity-and-inclusion).

As part of the department's commitment to openness, inclusivity and transparency, we strongly encourage applications from all who consider they meet the requirements of the post, and particularly from women and ethnic minorities.

For more information on the Mathematical Institute, please visit: [www.maths.ox.ac.uk](http://www.maths.ox.ac.uk)

The Mathematical Institute holds a silver Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

### The Mathematical, Physical, and Life Sciences Division

The Mathematical, Physical, and Life Sciences (MPLS) Division is one of the four academic divisions of the University. In the results of the six-yearly UK-wide assessment of university research, REF2014, the MPLS division received the highest overall grade point average (GPA) and the highest GPA for outputs. We received the highest proportion of 4* outputs, and the highest proportion of 4* activity overall. More than 50 per cent of MPLS activity was assessed as world leading.

The MPLS Division’s 10 departments and 3 interdisciplinary units span the full spectrum of the mathematical, computational, physical, engineering and life sciences, and undertake both fundamental research and cutting-edge applied work. Our research addresses major societal

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1 The Mathematical Institute was a founding supporter of the London Mathematical Society’s Good Practice Scheme ([www.lms.ac.uk/women/good-practice-scheme](http://www.lms.ac.uk/women/good-practice-scheme)). We have held an Athena SWAN Bronze Award since 2013, upgraded to Silver in 2017.
and technological challenges and is increasingly focused on key interdisciplinary issues. MPLS is proud to be the home of some of the most creative and innovative scientific thinkers and leaders working in academe. We have a strong tradition of attracting and nurturing the very best early career researchers who regularly secure prestigious fellowships.

We have around 6,000 students and play a major role in training the next generation of leading scientists. Oxford's international reputation for excellence in teaching is reflected in its position at the top of the major league tables and subject assessments.

MPLS is dedicated to bringing the wonder and potential of science to the attention of audiences far beyond the world of academia. We have a strong commitment to supporting public engagement in science through initiatives including the Oxford Sparks portal (http://www.oxfordsparks.net/) and a large variety of outreach activities. We also endeavour to bring the potential of our scientific efforts forward for practical and beneficial application to the real world and our desire is to link our best scientific minds with industry and public policy makers.

For more information about the MPLS division, please visit: http://www.mpls.ox.ac.uk/

**How to Apply**

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents as PDF files with your name and the document type in the filename, quoting vacancy reference 154051.

All applications must be received by 12:00 noon UK time on Monday 8th November 2021.

Interviews will be taking place on Monday 22nd November 2021.

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**Information for priority candidates**

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).
DATA PROTECTION: All data supplied by applicants will be used only for the purposes of determining their suitability for the post, and will be held in accordance with the principles of the Data Protection Act 1998 and the department’s data protection policy. https://www.maths.ox.ac.uk/members/policies/data-protection/statement

Due to the large volume of recruitment that the department administers we are unable to provide feedback to non-shortlisted applicants.

If you need help

Help and support is available from: https://hrssystems.admin.ox.ac.uk/recruitment-support

If you require any further assistance please email recruitment.support@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.
Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University’s Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University’s Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University’s policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra

For existing employees, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra

There is no normal or fixed age at which staff in posts at grades 1–7 have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
Benefits of working at the University

Employee benefits

University employees enjoy 38 days’ paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/
There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University’s Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.